

Date:

Dear _____,

This year, you began working as a PCA. Starting this year, a system is being developed to orient new PCAs to their position. According to our records, you have not yet received the PCA New Hire Orientation. **The PCA New Hire Orientation is 3-hours long, and you will be paid your regular hourly wage for participating.** MassHealth expects that you will complete this session upon receipt of this notice.

This Orientation will provide you with information about:

- Principles of independent living
- The PCA program operations
- Recognizing and reporting fraud, abuse and neglect, and
- Knowing your rights as a PCA

In addition, you will receive other resources including information about the PCA Union, 1199 SEIU. You will not receive information about how to assist your consumer employer in their activities of daily living. Your consumer employer is still responsible for training you in how to assist her/him.

There are two Orientation options available:

1. You attend a group orientation session with other PCAs.
2. Your consumer employer chooses to provide the Orientation to you, through the consumer taught option.

If your consumer employer chooses to have you attend a group session, then it is your responsibility to call the Homecare Training Benefit at (877) 409-8283 and register for an orientation in your area.

If your consumer employer chooses to provide the standardized Orientation to you directly, it should be scheduled outside of your regular work hours. Also, as a new PCA, you still have the right to attend a group Orientation session, though you will not be paid twice for participating in more than one Orientation.

Finally, if you believe you are receiving this notice in error because you have already participated in an Orientation, or you have not been paid for attending the Orientation please, with your consumer present, contact the fiscal intermediary office right away.

Date:

Dear _____,

Our records indicate that it has been two months since you received the initial notice about the PCA New Hire Orientation program and you have not participated in the Orientation. MassHealth expects that you will complete this session upon receipt of this notice.

Group Orientation sessions are available in your area. It is your responsibility to call the Homecare Training Benefit at (877) 409-8283 and schedule a time to attend. You will be paid your regular hourly wage for participating in the 3 hour Orientation.

This orientation will provide you with information about the principles of independent living, the PCA program operations, recognizing and reporting fraud, abuse and neglect, and understanding your rights as a PCA. You will also receive other resources including information about the 1199 SEIU PCA Union.

You will not receive information about how to assist your consumer employer in their activities of daily living. Your consumer employer is responsible for training you in how to assist her/him.

If you believe you are receiving this notice in error because you have already participated in an Orientation, or you have not been paid for attending the Orientation please, with your consumer present, contact the fiscal intermediary office right away.

All new PCAs have the right to attend a group Orientation session, though you will not be paid twice for participating in more than one Orientation. Please call the Home Care Training Benefit at (877) 409-8283 to schedule a time to attend a group orientation session.